

POTTER et al.

Divisional of Application No. 09/029,318

November 20, 2003

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1-23. (canceled)

24. (new) A multimedia telecommunications call centre comprising:
a computer network adapted to carry addressed multimedia calls,
a plurality of multimedia terminals each connected to a respective node of said
computer network,

a gateway to the computer network adapted to receive multimedia calls from at
least one other network of transmission by the computer network,
a call manager arranged to effect addressing to a desired one of the respective
network nodes of received multimedia calls to effect connection of each such call to a
desired one of said multimedia terminals, and

a gatekeeper controlled by said call manager so that said gatekeeper determines for
each offered multimedia call by said at least one other network the capacity available on
the computer network and allowing or disallowing access of each said offered call to the
computer network depending on the determined capacity.

25. (new) A Call Centre as claimed in Claim 24 in which the
Gatekeeper comprises a node on the network.

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26. (new) A Call Centre as claimed in Claim 24 in which the Gatekeeper communicates with the Call Manager across the network.
27. (new) A Call Centre as claimed in Claim 24 in which the Gatekeeper communicates with the Call Manager using CSTA standard protocol.
28. (new) A Call Centre as claimed in Claim 24 in which the Gatekeeper communicates with the Gateway across the network.
29. (new) A Call Centre as claimed in Claim 24 in which the Gatekeeper communicates with the Gateway using the International Telecommunication Union H.323 Standard Protocol.
30. (new) A Call Centre as claimed in Claim 24 in which communications between the Gateway and the Call Manager are mediated by the Gatekeeper.
31. (new) A Call Centre as claimed in Claim 24 in which communications between the Gateway and the Call Manager are mediated by the Gatekeeper, communications between the Gateway and the Gatekeeper being effected

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according to a first protocol and those between the Gatekeeper and the Call Manager being effected according to a second protocol, the Gatekeeper being associated with translation means for translation between the first and second protocols.